

Voter Registration Status Report

Summary

This Voter Registration Status Report is the fourth monthly report outlining DMV's data quality-control work to further ensure the integrity of Oregon Motor Voter (OMV) data. This is in following with the monthly data control calendar described in the October 2024 report, and as directed by Governor Kotek.

The report reviews the results from the sampling of OMV data for the month of January 2025, which found no errors. The report also:

- Provides details on recent discoveries of past errors made before current mitigations were in place.
- Describes continued work to prevent potential data entry errors.
- Highlights other work to improve the OMV system overall and DMV's general data integrity.

January sample results

On a monthly basis throughout 2025, DMV will sample new Oregon Motor Voter (OMV) records and manually review them against information collected from customers to verify accuracy and to correct any errors. Governor Kotek directed a pause on transferring OMV records to the Secretary of State, but DMV has continued to collect and store the information both for analysis and for potential submission to SoS when the Governor lifts the pause.

DMV pulled 500 records for the January OMV review. These primarily consist of records that indicated a U.S. passport as the source document proving citizenship, as the majority of errors described in the [DMV's After-Action Report](#) occurred when field staff miscoded passports. Additional records include source documents coded as a U.S. birth certificate, a naturalization document, and other less common source documents that indicate citizenship status.

For the fourth month in a row, the sampling review found zero errors.

Six Prior Errors Found During Recent Field Office Transactions

Throughout January, DMV staff identified six customers during office visits whose legal presence code entered in the past had not been accurate. This is a modest increase in discovery compared to October and November 2024, with four and two legacy errors respectively. December found none. The change is attributed to the significant influx of customers obtaining a Real ID. With the Real ID deadline coming up on May 7 of this year for plane travel, individuals are preparing accordingly. Additionally, the DMV recently started a robust campaign to promote Real ID. This form of ID requires documents that demonstrate legal presence, even if those documents have been presented in the past.

Most error cases were similar to those seen in the past and mitigations have been in place for a few months to prevent similar occurrences. The error cases are detailed below.

- Two cases were the result of manual errors by DMV staff that predate our current system (2020 or earlier). In both cases customers brought in documents indicating foreign citizenship when their previous DMV records indicated US citizenship. Field staff have been specifically trained to verify documents that indicate citizenship when customers return. We are in the process of creating an automatic notification for change in US citizenship records that will ensure additional review.

- One case was reviewed during DMV's Fall 2024 internal audit; the documents listed on the scanned form did not disprove citizenship, however. The customer brought in documents in January that conclusively determined they were not a US citizen.
- One case occurred when the customer was incorrectly identified as US citizen based on presentation of a US passport. In January the DMV staff noted the US national language was present in the passport. Staff have been trained to carefully review for this distinction.
- One case occurred within a record that had been reviewed during the Fall 2024 OMV review process. No error was identified at that time, as both the system and the scanned form noted a US passport. The field staff member had incorrectly identified the document in both instances; we discovered the error when the customer presented a foreign passport. This type of error is uncommon and suggests individual staff error rather than a systemic pattern. This example reflects a quality check limitation regarding scanned source documents; DMV is not allowed to retain a scanned copy of source documents for a standard credential.
- One case involves a record that should have been reviewed during the Fall 2024 OMV internal audit process, but the record was not included. The customer brought in a foreign passport when our system noted US Passport. Our investigation shows that the prior transaction with this customer was interrupted in the DMV system; the technical issue is still being identified, but it appears to be an anomalous error that was unrelated to DMV's data filtration process for the internal audit. If a systemic concern is identified, DMV will apply the criteria and pull any new records to review.

Secretary of State Elections Division has confirmed that all six registrations have been inactivated, and none has a voting history.

Mitigations

All user interface mitigations are in place and staff trained on each of them.

In process: Automatic notification generated any time citizenship status in the DMV system is changed from US Citizen to any other designation. Staff are currently manually reviewing citizenship status documents and changes.

Additional Work on OMV and General DMV Data Integrity

1. The ODOT/DMV Voter Registration Integrity Analyst (AAR p. 7) was onboarded mid-January and is analyzing voter registration processes throughout DMV and the agency.
 - The position is Limited Duration through the end of 2026; ODOT may request legislative approval of a permanent position.
2. Data Integrity Review
 - The contracted vendor for the external Data Integrity Review, Deloitte, completed its Preliminary Report and delivered it to the Governor on December 23. The work will continue with a final report due in Spring of 2025.
 - The Data Maturity Assessment work was completed by Spy Pond and was included with Deloitte's Preliminary Report to the Governor.
 - The Expert Review Team, including the state's Chief Data Officer, and current and former DMV executives from other states with high functioning data portfolios, has met three times. The team provided feedback on Deloitte's Preliminary Report during its January meeting.